TASK ORDER (TO)

GSQ0016AJ0035

Logistics, Maintenance, and Sustainment Support for Command, Control, Communication, Computers, Intelligence, Surveillance, and Reconnaissance (C4ISR) Systems and Missions

in support of:

U.S. Army Communications-Electronics Command (CECOM)
Integrated Logistics Support Center (ILSC)
Field Support Directorate (FSD)
Field Sustainment Support Division (FSSD)

Awarded to:
CSRA LLC under the General Services Administration (GSA) One Acquisition Solution for Integrated Services (OASIS) Multiple Award (MA) Indefinite Delivery/Indefinite Quantity (IDIQ) – Pool 3 Contract

Awarded under FAR 16.505

Awarded by:
Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW
Washington, D.C. 20405

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FEDSIM Project Number 16003ARM

C.1 BACKGROUND AND MISSION

The U.S. Army Communications-Electronics Command (CECOM), Integrated Logistics Support Center's (ILSC) mission is to provide global Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance (C4ISR) logistics support to the Warfighter and coalition forces in a timely, cost-effective manner. The ILSC prepares, sustains, and resets the nation's Armed Forces before, during, and after combat operations and deployments. This mission is accomplished through rapid acquisition, maintenance, production, fielding, equipment training, and operation and sustainment of CECOM equipment. The ILSC provides the U.S. Army with communications and electronic systems that enable tanks, planes, helicopters, ships, satellites, and missiles to talk to each other and dominate the battlefield.

The mission of the Field Support Directorate (FSD) within the CECOM ILSC is to be the provider of choice for support of the world's best C4ISR systems, including equipment training, technical assistance, and forward sustainment services to the Warfighter, anytime, anywhere. Within FSD, the Field Sustainment Support Division's (FSSD) mission is to deliver maintenance, mentoring, and supply support for C4ISR systems and equipment through a Regional Support Center (RSC) construct. FSSD operates on a reimbursable (fee-for-service) basis and provides its customers with the flexibility to tailor the required support based on mission requirements, funding, and any organizational special needs.

The RSCs provide total Life-Cycle Contractor Support (LCCS) for general support (GS) and backup direct support (DS) maintenance for tactical C4ISR systems and equipment; interim contractor support and warranty management for selected systems; and, GS/DS to U.S. Army units. The RSCs are staffed with contractor maintenance and technical subject matter experts (SMEs) capable of providing the full spectrum of maintenance and logistics support for C4ISR systems and surging its support to meet mission requirements as they arise. This TO primarily provides sustainment-level maintenance support below depot level, as defined by Army Regulation (AR) 750-1. On occasion, field level maintenance support is required, but only if it is funded by a unit as interim support while soldiers acquire required skills sets. These contractor SMEs are typically embedded within units at each RSC and as the SMEs are intimately familiar with the unit and the unit's equipment, the SMEs are able to rapidly provide specialized technical expertise and advice. Government civilians employed by FSSD are deployed to provide on-site oversight at each RSC.

C.2 OBJECTIVE

This is a highly technical and complex performance-based TO with contractor support required at numerous geographical locations and installations worldwide. The objective of this TO is to enhance system performance and operational readiness rates while concurrently striving to leverage and drive efficiencies and achieve overall savings for the customers, C4ISR systems, and requirements supported under this TO.

The Government desires to increase efficiencies, enhance unit and systems readiness, and facilitate performance-based worldwide sustainment efforts. CECOM has a history of providing rapid responses to customer and mission requirements as they arise and CECOM possesses the capability to deploy trained and ready Government and contractor teams in order to establish quick reaction sites. This construct allows CECOM to quickly extend support to new customers

and new C4ISR systems as requirements arise. To meet this need, the Government also desires superior customer service and responsive, adaptable support from the contractor.

C.3 SCOPE

The scope of this TO is to obtain a wide range of mission-essential logistics, sustainment, and maintenance services for current and future C4ISR systems, equipment, and ancillary operational requirements in support of the Warfighter and U.S. coalition forces worldwide in all Army Field Support Brigade (AFSB) regions. There are significant travel requirements, primarily, but not exclusively to dispatch Contractor Field Support Representatives (CFSRs) and teams to unit locations for sustain missions. Travel requirements will vary widely and can be short notice. Most trips will be two weeks or less in duration; however, occasionally long-range requirements will arise requiring extended travel.

C.4 PERFORMANCE REQUIREMENTS ACROSS ALL TASK AREAS

In performing this requirement, the contractor shall interact with Program Executive Offices (PEOs) and system/equipment Program, Project, and Product Managers (PdMs) to ensure effective communication of CECOM and Army Materiel Command (AMC) actions and initiatives. As a part its support, the contractor may be required to coordinate with the military Force Protection Officer, CECOM Senior Command Representatives (SCRs), and/or Brigade Logistics Support Teams (BLST) for all regions through the specified CECOM Contracting Officer's Technical Representative (COTR).

The contractor shall perform actions, projects, and activities to ensure success of a wide range of fielding and C4ISR integration initiatives. The contractor shall provide for the synthesis, integration, and coordination of key plans and events involving logistics and maintenance support actions. The contractor shall provide input into various unit documents such as Standard Operating Procedures (SOPs); assist with overviews of sustainment support practices to ensure a seamless transition from fielding to sustainment; and, coordinate with necessary agencies in the development of support concepts.

The contractor shall also conduct analyses and provide recommendations to the Government on budget, manning, and task execution requirements for operations on short, near, and long-term goals and objectives to ensure that specified missions are executed in support of Performance Work Statement (PWS) requirements.

C.4.1 C4ISR RSC CONSTRUCT

C4ISR RSCs are fixed sites co-located with the AFSBs in seven regions worldwide. The contractor is responsible for staffing and operating the C4ISR RSCs as well as the facilities at each designated location. Each AFSB has an assigned CECOM Forward-Deployed COTR that the contractor shall work in conjunction with to support the execution of C4ISR activities. The critical planning factor for the contractor is staffing as required by region and not by site or task area for Tasks 3 through 9. Within each AFSB, the contractor shall support all of the systems and equipment listed in **Section J, Attachment G**. The seven AFSB regions are:

a. **401st AFSB [Southwest Asia (SWA)]**: In Afghanistan, the primary RSC is located at Bagram Air Base (AB) with a satellite RSC located at Kandahar AB. In Kuwait, there is an RSC located at Camp Arifjan.

b. **402nd AFSB (Hawaii)**: Currently there is not an RSC in the 402nd.
c. **403rd AFSB (Korea)**: The primary RSC is located at Camp Humphreys with a satellite RSC located at Camp Stanley.
d. **404th AFSB (CONUS Pacific)**: The RSC is located at Joint Base Lewis McChord (JBLM) in Washington.
e. **405th AFSB (Europe)**: The RSC is located in Kaiserslautern, Germany.
f. **406th AFSB (CONUS East)**: The RSC is located at Fort Bragg in North Carolina.
g. **407th AFSB (CONUS West)**: There is a full spectrum RSC at Fort Hood in Texas.

The Government may require the contractor, via written notification from the FEDSIM Contracting Officer's Representative (COR), to facilitate the opening of new RSC locations worldwide or to support the downsizing and/or closing of existing locations. There are limited requirements outside the AFSB and RSC structure detailed above. These requirements are detailed in Task 10 (**Section C.5.10**) below. For all Tasks, specific places of performance are defined in **Section F** below.

For all C4ISR RSCs supported, the contractor shall establish, in consultation with the Government, a base technical and logistical staff and ensure that each region can quickly acquire the skill sets to perform all levels of maintenance and logistics for C4ISR capabilities such as high frequency (HF) radios, Trojan, Prophet, Thermal Weapons Sights, theCounterfire Target Acquisition Radar, AN/TPQ-53, fiber optic, satellite, imaging, mechanical, power and electrical, counter-improvised explosive device (C-IED), counter mortar, elevated sensors, and aerial survivability equipment. For each system, unless otherwise specified, the contractor shall be required to perform system repairs in order to return each to the full operational capability or the U.S. Army's 10/20 standard and in accordance with the applicable technical manual(s) (TMs). All applicable TMs will be provided post-award to the contractor as Government-Furnished Information (GFI).

C.4.2 GENERAL LOGISTICS, MAINTENANCE, AND SUSTAINMENT SUPPORT FOR ALL C4ISR SYSTEMS AND EQUIPMENT

The contractor shall perform logistics, maintenance, and sustainment support services to support the CECOM mission worldwide, both in peacetime and during contingency and wartime operations. The contractor shall store the Government-Furnished Equipment (GFE) necessary to support a 120 hour repair turn-around-time (TAT) for C4ISR systems supported through the RSC construct. For the BETSS-C systems and all other Elevated Sensor systems in scope of this TO, the contractor shall maintain system operational readiness rates (ORRs) above 90 percent for mission systems and above 85 percent for non-mission systems.

The logistics, maintenance, and sustainment support for the C4ISR systems and equipment is defined below.

Logistics Support:

a. **Pack/Wrap/Ship**: The contractor shall pack, wrap, and/or containerize systems, components, or parts in accordance with military transportation specifications for shipment or transport to/from CONUS and OCONUS and between various locations

within the contingency region. Whenever possible, shipments and transport shall be by Government means and shall be within the time limit for each priority.

b. **Stock/Store/Issue**: The contractor shall maintain stock levels of spares and repair parts as needed in order to sustain system operational readiness rates for BETSS-C systems and RSC operations. The contractor shall store components and parts in an environment that provides optimum shelf life under the climate conditions. The contractor shall sustain the ability to issue parts and components when required to replace or exchange as necessary to repair Not Mission Capable (NMC) capabilities to Fully Mission Capable (FMC).

c. **Cleaning**: The contractor shall comply with all environmental and hazardous materials (HAZMAT) laws, regulations, and policies when cleaning specified systems, subsystems, components, parts, facilities, and/or equipment. Cleaning shall meet the standards set by the manufacturer and Government specifications; and, it shall be inspected in accordance with the applicable system checklist.

d. **Retrograde**: The contractor shall inventory, inspect, clean, pack, document, and prepare systems, components, or parts for transport to Government specified/designated destination(s) including Redistribution Property Assistance Team (RPAT) yards. Systems, components, or parts may also be transported directly from deployment or from OCONUS locations to CONUS locations.

e. **Equipment Accountability**: The contractor shall maintain full accountability of Authorized Stockage List (ASL) spare parts and non-fielded assets. Non-fielded assets consist of training, test, and non-actively fielded systems. The contractor shall also conduct monthly ten percent cyclic inventories on ASL and non-fielded assets, as well as monitor stock levels and burn rates in order to cross-level ASL to ensure continuous spares availability. The contractor shall use U.S. Army/Department of Defense (DoD) databases and systems such as Global Combat Support System – Army (GCSS-A), Logistics Information Warehouse (LIW), Joint Planning and Execution System (JOPES), Theater Provided Equipment (TPE) Planner, and Logistics Modernization Program (LMP) in accordance with AR 735-5.

f. **Care Of C4ISR Systems And Equipment In Storage: S**ystems in storage are maintained in ready-for-issue condition. Any system designated for storage support shall be maintained by the contractor so that the system is preserved and maintained in an issuable condition. Normally this support includes the in-storage visual inspection through cyclic inspections, minor repair, preservation, and packing of materiel required to achieve this objective.

Maintenance Support:

a. **Inspect**: The contractor shall perform initial and post Quality Assurance (QA)/Quality Control (QC) inspections on systems and equipment components upon their induction into the repair cycle and prior to returning them to the customer. Inspections shall be sufficient to ensure zero misplaced or misdirected serial number items and less than three percent of repairs returned due to repair failure. Inspections shall be performed in accordance with applicable specifications and technical documentation or check lists.

b. **Assemble/Disassemble**: The contractor shall assemble/disassemble systems, components, and/or parts in accordance with the instructions, specifications, and/or technical documentation. When exact specifications for assembling and disassembling

systems are required, the contractor shall not deviate from the specifications. The contractor shall maintain and manage all system components, pieces, and parts to ensure full accountability for all durable items.

c. **Modification/Upgrade**: When specified by a Government service bulletin or the fielding Program Manager for the system, the contractor shall incorporate system and component modifications in accordance with applicable drawings, specifications, instructions, and other documentation, within specified tolerance, in order to achieve fully operational capability. The contractor shall perform modifications and while performing modifications, shall maintain full accountability of all associated kits and durable parts.

d. **Repair Level**: The contractor shall perform all operational tests, inspections, removal, replacement, repairs, updates, reinstallation, or evacuation to the original equipment manufacturer (OEM) for defective hardware components, firmware, and software. The contractor shall retest operational capability in accordance with the technical documentation to repair systems or components at the Operator, Field, and Sustainment level (Army TMs, -10 through -20 levels).

e. **Test**: The contractor shall utilize the applicable tools, test equipment, documentation, procedures, and instructions to effectively test electronic, mechanical, electromechanical, hydraulic, fiber optic, and network capabilities to establish and document the operational effectiveness of systems and components within the specified tolerance of the item under test.

f. **Calibrate**: The contractor shall apply technical specifications, documentation, and instructions; and, utilize applicable tools and test equipment to perform calibration of electronic, mechanical, electromechanical, video, imaging, communications, sensing, and other C4ISR systems or components to ensure compliance with the required specifications.

g. **Install/Uninstall**: The contractor shall install and/or uninstall systems, subsystems, components, or parts in accordance with drawings, documentation, and instructions within specifications to achieve full operational capability and optimum effectiveness. The contractor shall maintain full accountability of all durable components or parts associated with the installation or uninstallation.

h. **Integrate**: The contractor shall provide integration support and perform integration services for multiple variants of C4ISR systems, subsystems, and components. The contractor shall facilitate the stock, store, and issuance of components, sets, and kits; and, facilitate the production and assembly process for integrating systems, subsystems, and components into various vehicle and network configurations. The contractor shall comply with all QA/QC specifications and provide operational testing support to insure FMC upon final inspection.

i. **Screening**: The contractor shall perform screening of systems, components, parts or assemblies prior to installation, repair, shipment, stocking, or issuing to ensure full accountability, level of repair, or operational condition prior to use in a mission capacity. The screening process shall determine if a system, component, or part is beyond economical repair or exceeds the maintenance expenditure limit (MEL) before any unauthorized costs are incurred.

j. **Fault Isolation**: The contractor shall perform fault isolation in accordance with applicable system, component troubleshooting procedures to effectively determine operational effectiveness and identify various electrical, mechanical, electronic, imaging, networking, hardware, firmware, or software faults, failures, or defects within the overall systems Mean Time To Repair (MTTR) specifications.

k. **Align**: The contractor shall perform alignment of electronic, imaging, mechanical, and/or electromechanical, systems and components in accordance with applicable specifications, documentation and/or instructions within tolerance to ensure full operational capability.

l. **Overhaul**: The contractor shall establish, facilitate, and manage a program to overhaul specified system, subsystem, and/or associated support equipment of designated programs by size or capability with a capacity for continuous throughput to meet certain production quantities and timelines.

m. **Refurbishment/Reset**: The contractor shall utilize applicable tools and test equipment to perform refurbishment/reset of systems, subsystems, and components in accordance with technical documentation and instructions to meet prescribed specifications and standards (i.e., 10/20 or FMC). The contractor shall determine the level of service required and identify/request authorization when an item requires extensive repairs beyond the MEL for refurbishment/reset. Both CONUS and OCONUS, the contractor shall also provide preventative tower maintenance and retrofit.

n. **Systems Engineering Support**: The contractor shall perform, conduct, and provide limited systems engineering services in support of specified C4ISR systems, subsystems, and overall capabilities in the form of highly technical operation, design, modification, analysis, reporting of analytical findings, testing, evaluating, and documenting for record any information that is considered critical to sustaining and maintaining operational effectiveness.

C.5 TASKS

The following tasks are in support of this TO and are detailed below:

a. Task 1 – Provide Program Management
b. Task 2 – Provide Transition Support
c. Task 3 – CECOM Forward Element (CFE) Support
d. Task 4 – Maintenance Operations Support
e. Task 5 – Supply Support
f. Task 6 – Logistics Plans and Operations Support
g. Task 7 – Training Support
h. Task 8 – Sustainment Support
i. Task 9 – Expeditionary Laboratory Support
j. Task 10 – Additional C4ISR Support
k. Task 11 – Foreign Military Sales (FMS) Support (Optional Task)
l. Task 12 – Surge Support (Optional Task)

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this PWS. The contractor shall identify a Program Manager (PM) by name who shall provide the contractor personnel with management, direction, administration, quality control, and leadership to ensure successful execution of this TO.

The contractor shall facilitate Government and contractor communications; use industry best-standards and proven methodologies to track and document TO requirements and activities to allow for continuous monitoring and evaluation by the Government; and, ensure all support and requirements performed are accomplished in accordance with the TO. The contractor shall notify the FEDSIM COR and CECOM Technical Point of Contact (TPOC) via a Problem Notification Report (PNR) (**Section J, Attachment I**) of any technical, financial, personnel, or general managerial problems encountered throughout the TO period of performance.

C.5.1.1 SUBTASK 1 – CONTRACTOR MANPOWER REPORTING

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for execution of services provided under this TO for the U.S. Army to the Contractor Manpower Reporting Application (CMRA) (**Section F, Deliverable 1**). The contractor shall completely fill in all required data fields using the following web address: http://www.cmra.army.mil/.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2016.

Contractors may use Extensible Markup Language (XML) data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the web.

C.5.1.2 SUBTASK 2 – COORDINATE A PROGRAM KICK-OFF MEETING WITH THE GOVERNMENT

The contractor shall coordinate a Program Kick-Off Meeting (**Section F, Deliverable 2**) in conjunction with the Government within ten workdays of Project Start (PS) at a location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include the contractor's Key Personnel, the CECOM TPOC, the FEDSIM Contracting Officer (CO), all other Government stakeholders, and the FEDSIM COR. At least three workdays prior to the Kick-Off Meeting, the contractor shall provide a draft Kick-Off Meeting Agenda (**Section F, Deliverable 3**) for review and approval by the FEDSIM CO, the FEDSIM COR, and the

CECOM TPOC prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

a. Points of contact (POCs) for all parties
b. Draft Project Management Plan (PMP) discussion including schedule, tasks, etc.
c. Draft Financial Report Format (**Section C.5.1.10**)
d. Personnel discussion (i.e., roles and responsibilities and lines of communication between contractor and Government)
e. Staffing Plan and status
f. TO Portal strategy/solution (**Section C.5.1.12**)
g. Status of Theater Business Clearance (TBC), Letters of Authorization (LOA), and Government Furnished Life Support Validation (GFLSV)
h. Technical Expert Status Accreditation (TESA) process
i. Security discussion and requirements (i.e., building access, badges, Common Access Cards (CACs))
j. TO administration and invoicing considerations
k. Transition discussion

The deliverables required to be provided to the Government at the Kick-Off Meeting are listed in **Section F**.

The Government will provide the contractor with the number of Government participants for the Kick-Off Meeting and the contractor shall provide sufficient copies of the presentation for all present.

The contractor shall draft and provide a Kick-Off Meeting minutes report in accordance with **Section C.5.1.6**, **Provide Meeting Reports,** documenting the Kick-Off Meeting discussion and capturing any action items.

C.5.1.3 SUBTASK 3 – PREPARE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall prepare and deliver a draft and a final PMP that is based on the contractor's solution. The contractor shall utilize the PMP as the foundation for information and resource management planning. At a minimum, the PMP shall:

a. Describe the proposed management approach and contractor organizational structure.
b. Provide an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between or among Government organizations.
    i. The WBS shall identify all technical activities at a level of detail sufficient for the contractor to manage the work at no less than a week by week basis.
    ii. Each WBS element shall be accompanied by a description and expected result(s).
    iii. Each WBS element shall include an estimate of the duration, level of effort (LOE) by labor category, and resource cost.
c. Describe in detail the contractor's approach to risk management under this TO and approach to communications including processes, procedures, communication approach, and other rules of engagement between the contractor and the Government.

d. Describe in detail the contractor's quality control methodology for accomplishing TO performance expectations and objectives. This includes how the contractor's processes and procedures will be tailored and integrated with the Government's requirements to ensure high quality performance.
e. Contain detailed SOPs for all tasks.
f. Include milestones, tasks, and subtasks required in this TO.
g. Include a staffing matrix (including all subcontractor personnel) with all personnel assigned to the TO and include, at a minimum, their position, client(s) supported, and duty station/assigned place of performance.
h. Include the contractor's general operating procedures for:
    i. Travel
    ii. Work hours
    iii. Leave
    iv. Staff training policies
    v. Problem or issue resolution procedures

The contractor shall provide the Government with a draft PMP (**Section F, Deliverable 4**) on which the Government will make comments. The final PMP (**Section F, Deliverable 5**) shall incorporate the Government's comments. The PMP shall be updated as changes in the program occur (**Section F, Deliverable 6**). The PMP shall be reviewed and updated as needed on a bi-annual basis, at a minimum, and the contractor shall conform to the latest Government-approved version of the PMP. The contractor shall keep the PMP electronically accessible to the Government at all times.

C.5.1.4 SUBTASK 4 – PREPARE A WEEKLY STATUS REPORT (WSR)

The contractor shall develop and provide a Weekly Status Report using Microsoft (MS) Office Suite applications, via electronic mail (email) to the FEDSIM COR and the CECOM TPOC (**Section F, Deliverable 7**). The WSR shall summarize by region the technical and managerial work performed by the contractor during the previous week, and shall also, at a minimum, include the following:

a. Activities/deliverables during reporting period, by region (include on-going activities, new activities, and activities completed, and progress to date on all above mentioned activities). Each section shall start with a brief description of the task.
b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
c. Any recommendations for change, modifications, or improvements in tasks or process.
d. Any changes to the PMP.

C.5.1.5 SUBTASK 5 – CONVENE MONTHLY IN-PROCESS REVIEWS (IPRs)

The contractor PM shall convene a monthly IPR meeting with, at a minimum, the CECOM TPOC, FEDSIM COR, and other vital Government stakeholders **(Section F, Deliverable 8**). The purpose of this meeting is to ensure that the Government has all the required information to make decisions, manage stakeholders, and coordinate activities. The contractor shall provide minutes

of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the CECOM TPOC and the FEDSIM COR within five workdays following the meeting (**Section F, Deliverable 9**).

C.5.1.6 SUBTASK 6 – PROVIDE MEETING REPORTS

The contractor shall submit Meeting Reports (**Section F, Deliverable 10**), as requested by the CECOM TPOC and/or FEDSIM COR, to document meetings. The Meeting Reports shall, at a minimum, include the following information:

a. Meeting attendees and their contact information and, at a minimum, identify organizations represented
b. Meeting date and location
c. Meeting agenda
d. Purpose of meeting
e. Summary of what transpired (issues and risks discussed, decisions made, and action items assigned)
f. Conclusion
g. Recommendation(s)
h. Next scheduled event(s) impacting or impacted by the meeting

C.5.1.7 SUBTASK 7 – PREPARE TRIP REPORTS

The Government will require a Trip Report (**Section F, Deliverable 11**) for any travel proposed to be charged to the task order. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, Government approval authority, location of travel, duration of trip, total cost of the trip, and POCs at the travel location. Trip reports shall also contain, at a minimum, a detailed description of the purpose of the trip and any knowledge gained.

C.5.1.8 SUBTASK 8 – TECHNICAL EXPERT STATUS ACCREDITATION (TESA)

The contractor shall be responsible for understanding and complying with the DoD Contractor Personnel Office (DOCPER) TESA requirements for those personnel whose assigned duty station is in Germany. The contractor shall submit completed TESA documentation (**Section F, Deliverable 12**) to the FEDSIM COR at the Kick-Off Meeting. TESA documentation includes, but is not limited to, the contract notification form, job descriptions, employee TESA applications, employee resumes, and employee employment contracts (**Section H.29.1**). After review and approval, the FEDSIM COR will submit all TESA documents to DOCPER to begin the approval process.

More information can be located on the U.S. Army Europe (USAREUR) DOCPER website:

http://www.eur.army.mil/g1/content/CPD/docper.html.

C.5.1.9 SUBTASK 9 – PERSONNEL TRACKING AND REPORTING

The contractor shall track all personnel supporting the TO via two deliverables, the Personnel Status Report (PERSTAT) (**Section F, Deliverable 13**) and the monthly roster (**Section F, Deliverable 15**). The Government will specify the information to be included in the PERSTAT and the monthly roster post-award at the TO Kick-Off Meeting.

For the PERSTAT, the contractor shall assist the CECOM SCRs in maintaining the Combatant Commander's PERSTAT and other management tools for tracking the contractor's availability against specific CECOM mission requirements. On a daily basis, the contractor shall track and report on all applicable contractor personnel in the 401st AFSB via the PERSTAT as soon as those individuals have been scheduled to attend CONUS Replacement Center (CRC) for OCONUS deployment location.

Additionally, the contractor shall provide a monthly roster of all contractor personnel, CONUS and OCONUS, supporting this TO. The roster shall include the names of all contractor personnel, their assigned place of performance, and their labor category and functional role. OCONUS personnel shall be included immediately upon the following criteria:

a. Once those individuals have been scheduled to attend CONUS Replacement Center (CRC) for OCONUS deployment location.
b. Application for TESA status for personnel stationed in Germany.
c. Application for Status of Forces Agreement (SOFA) status in Korea or any other country that has a SOFA with the U.S.
d. Initiation of any special visa or a similar requirement for contractor employees under this TO being employed OCONUS.

CONUS personnel (including Alaska and Hawaii) shall be reported immediately upon the initiation of a CAC request.

C.5.1.10 SUBTASK 10 – CUSTOMER ACCOUNTS AND FINANCIAL REPORTING

CECOM ILSC is a fee-for-service organization and as a result, this TO has over 100 customer accounts with each customer utilizing separate funding stream(s) and requiring distinct funds tracking. The contractor shall assign each customer a customer tracking number (CTN). The contractor shall provide a weekly financial report (**Section F, Deliverable 15**) which details, by CTN, the funding, expenditures, commitments, and labor hours accrued monthlyby CTN, line of accounting, and CLIN. The contractor shall present a draft proposed format for the financial report at the TO Kick-Off meeting for Government approval and shall utilize the Government approved financial report format to provide the weekly financial report.

The financial status report will include:

i. Actual TO burn through the previous month and projected cost of each CLIN, broken down by CTN, for the current month.
ii. Up-to-date spend plan including baseline, actuals, and forecast.
iii. Cumulative invoiced amounts for each CLIN and task area to-date.

C.5.1.11 SUBTASK 11 – COST ESTIMATE DEVELOPMENT

All requests for new, revised, and/or renewed CECOM customer support will be communicated in writing to the contractor from the FEDSIM COR. Unless specifically authorized in writing from the FEDSIM CO or the FEDSIM COR, the contractor shall not engage in activities or efforts to bring new customer support to this TO. As these requests are received, the contractor shall generate and provide the CECOM TPOC and FEDSIM COR with a Rough Order of Magnitude (ROM) or a cost estimate (**Section F, Deliverable 16**) to complete the required effort. The ROM shall include a total estimated labor; equipment, materials, and ODCs; and travel costs to accomplish the effort. Within the ROM, the contractor shall identify the estimated labor categories, associated labor rates, and LOE necessary to complete the effort to arrive at a total estimated labor cost. Additionally, the contractor shall also provide a breakout of all estimated equipment, material, and ODCs and travel costs.

The Government will provide the contractor with a ROM completion/submission date for each ROM request provided to the contractor. Within two days of receiving the Government's request for ROM development, the contractor shall notify the CECOM TPOC and the FEDSIM COR in writing if the request is not detailed enough to enable completion of the ROM and provide the CECOM TPOC and FEDSIM COR with details regarding what additional information is needed in order to complete the ROM. Once the Government has accepted the ROM, the FEDSIM COR will provide the contractor with authorization to proceed in writing.

C.5.1.12 SUBTASK 12 – DEVELOP AND MAINTAIN A TO PORTAL

The contractor shall develop and maintain a portal which both Government-approved contractor personnel and Government personnel can access worldwide via unique user idea and password. The TO portal shall not be CAC enabled and shall be a cloud-based solution available to users with a .mil and a .gov account. The contractor shall provide the CECOM TPOC and the FEDSIM COR with a recommended portal strategy or solution (**Section F, Deliverable 17**) at the TO Kick-Off Meeting; and, once the CECOM TPOC and FEDSIM COR have provided the contractor with authority to proceed, the contractor shall proceed with developing and implementing the approved solution in a timely and efficient manner.

The objective of the TO portal is to introduce efficiencies and ensure coordinated service delivery worldwide. At a minimum, the TO portal shall serve as a repository for all TO deliverables and shall also possess a workflow process that automates the contractor's submission of ROMs, Requests to Initiate Purchases (RIPs), and Travel Authorization Requests (TARs). This workflow process shall also allow the FEDSIM COR and other Government personnel to provide digital concurrence and approval for ROMs, RIPs, and TARs.

C.5.1.13 SUBTASK 13 – MAN-HOUR ROLLUP REPORT

The contractor shall provide a monthly man-hour rollup report (**Section F, Deliverable 34**). This enables the Government to readily compare man-hours expended by contractor staff to date against a funded effort, as compared to original man-hours required to complete estimate, as provided by the contractor.

Man-Hour Rollup Report shall include:

i. CTN
ii. Date effort on each CTN initiated (beginning of period of performance for this CTN)
iii. Date effort on each CTN scheduled to end
iv. Total Man-Hours charged to each CTN, through as of date for this submission
v. Total Man-Hours charged, all CTNs combined, through as of date for this submission

Information shall reflect man-hour usage as of the last day of each month. Submissions shall be submitted on the second Tuesday of each month to the FEDSIM COR and CECOM TPOC.

C.5.1.14 SUBTASK 14 – MAN-HOUR TIMESHEET TRACKING REPORT

The contractor shall provide a man-hour timesheet tracking report that enables the Government to track contract man-hours as charged, thus enabling Government to monitor level of effort and ensure charges are applied to the correct effort (**Section F, Deliverable 35**).

The report shall include the following:

i. Heading will include AFSB Region, pay period end date, and total hours during pay period (as per PWS standard for that region)
ii. Last name of employee
iii. First name of employee (in separate field from last name)
iv. Location of employee (specific site, not just the AFSB region)
v. Labor Category
vi. Breakout of how labor hours charged --
    - Regular hours that employee charged, by CTN charged to
    - Hours charged to holiday by that employee
    - Hours charged by that employee to other time off (paid or unpaid)
    - Sum Of All Above Must Equal The Standard Hours In Pay Period, as per PWS, for that region
    - Hours charged by that employee to overtime or extended time by CTN charged to, if any

The report shall include all contractor employees on the task order (employees of the Prime, all sub-contractors, and all vendors) who charge labor to the task order, at all locations, worldwide. The report will be broken out by AFSB region, to account for different length standard work week, as of date is the final day of each contractor pay period. Submissions shall be submitted bi-weekly, seven working days after the previous pay period to the FEDSIM COR and CECOM TPOC.

C.5.1.15 SUBTASK 15 – WORLDWIDE WORK ORDER TRACKING REPORT

The contractor shall provide a worldwide work order tracking report that records work orders during the report period and provides a summary information to government, to enhance tracking of cost data and trends (**Section F, Deliverable 37**).

The report shall include the following:

- Work Order Number
- The system on the work order, identified by nomenclature, UIC of the unit / organization the system belongs to, and system serial number
- If repair is only for a specific removable component of the system vice entire system, specify
- CTN being charged to
- Date work order opened
- If work order has been closed, date closed
- For each individual charging to the work order, the name of individual, labor category, and hours (NOT DOLLARS) charged
- Cost of Materiel applied to work order

All information from report to be extracted from underlying maintenance reporting system; use of query tool to automatically generate report is acceptable. Report will be broken out for each RSC location with unique UIC, with separate reports for open (active) and for closed work orders. Report will be in work order number sequence. Information shall reflect work order information as of close of business on the 15th and 30th (February, last day), for all locations worldwide.

C.5.1.16 SUBTASK 16 – TASK ORDER ORGANIZATION CHART

The contract shall provide a task order organization chart (**Section F, Deliverable 38**).

The organization chart shall include the following:

- Name of each individual assigned to this task order (full or part time)
- Location of assignment
- Name of the company that employs (pays) the individual
- Primary system / family of systems supported by each individual shall be captured organization construct or by other means, as determined by contractor format

For each location, chart will depict individuals in hierarchical reporting structure. Specific format will be developed and proposed by contractor during the transition period.
Once individual accepts offer to join task order, name of individual will be added to organization chart. Different color fonts will be used to highlight vacant positions and positions where individual assigned has not yet arrived (new hire). Information shall reflect work order information as of close of business on the 15th and 30th (February, last day), for all locations worldwide.

C.5.2 TASK 2 – PROVIDE TRANSITION SUPPORT

C.5.2.1 SUBTASK 1 – TRANSITION-IN

The contractor shall ensure a smooth transition of services with no degradation in capabilities during transition. The Transition-In period shall be two-phased. The first phase shall transition the legacy Elevated Sensors contract and it shall begin at PS and shall conclude within 90 days of PS. The second phase shall transition the legacy C4ISR RSC contract. The second phase is intended to begin in the first quarter of FY 2017, the Government will provide the contractor with an update at the TO Kick-Off meeting and the second phase of Transition-In shall conclude within 90 days of the Government-specified initiation date. Although Transition-In shall be two-phased, the contractor shall initiate **ALL** TESA, SOFA, and other overseas documentation for all contractor personnel in consultation with the Government immediately upon PS.

As a part of Transition-In, the contractor shall also coordinate with the outgoing contractors and the Government to ensure all Contractor Acquired Property (CAP) and GFE is transferred to the incoming contractor. The contractor shall provide an updated Transition-In Plan (**Section F, Deliverable 18**), based on the contractor's draft Transition-In Plan submitted with the proposal, to be approved by the Government.

C.5.2.2 SUBTASK 2 – TRANSITION-OUT

The contractor shall provide a draft Transition-Out Plan no later than 120 calendar days prior to the end of the original period of performance (Base Period) (**Section F, Deliverable 19**) on which the Government will make comments. The final Transition-Out Plan (**Section F, Deliverable 20**) shall incorporate the Government's comments. The contractor shall review and update the Government-approved Transition-Out Plan on an annual basis at a minimum and the contractor shall review and update the Transition-Out Plan quarterly during Option Period Four (**Section F, Deliverable 21**). The Transition-Out Plan shall include all the topics included in the Transition- In Plan.

The contractor shall provide Transition-Out activities and support when required by the Government. The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall specifically identify in the Transition-Out Plan how it will facilitate the transfer of all CAP and GFE either to the Government or the incoming contractor. The contractor shall also identify in the Transition-Out Plan how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

a. Project management processes
b. POCs
c. Location of technical and project management documentation
d. Status of ongoing technical initiatives
e. Appropriate contractor to contractor coordination to ensure a seamless transition
f. Transition of Key Personnel
g. Schedules and milestones
h. Actions required of the Government
i. A final invoice and close-out schedule with the dates and actions to be completed for TO close-out

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition.

C.5.3 TASK 3 – CECOM FORWARD ELEMENT (CFE) SUPPORT

The contractor shall provide business operations support to any regional CFE, including the CECOM Regional Maintenance Managers (RMMs) and the CECOM SCRs assigned to each AFSB region as requested by the FEDSIM COR.

The contractor shall assist the CECOM SCRs and RMMs in tracking and responding to key tasks. The contractor shall directly execute all requirements associated with maintaining security badges and TBC and shall provide input to all reports and other documentation specified by the Commander of the regional AFSB and subordinate commanders for tracking and reporting on contractors in theater. This includes, but is not limited to, all reports as required for the Synchronized Predeployment and Operational Tracker (SPOT) system.

The contractor shall coordinate with theater Combatant Commanders, CECOM, AMC, and DA to assist the supported CFE Representatives with resolving any issues pertaining to this TO. As requested by the Government, the contractor shall also assist CFE with all tasks included in this PWS relative to the offices and locations of CFE members. This assistance may include purchase support specified in **Section H.17** for equipment, supplies, and services to meet safety and environmental requirements specified in **Section H.22**. This assistance may also include executing any pack-wrap-ship requirements and providing transport support for equipment, furniture, supplies, or similar support required by any CFE element.

C.5.4 TASK 4 – MAINTENANCE OPERATIONS SUPPORT

Maintenance support shall be performed to satisfy the sustainment level of maintenance as described in AR-750-l. Sustainment maintenance support includes preliminary inspection, disassembly, modification, reassembly, fault isolation, repair, alignment, testing, and final inspection. All maintenance support provided shall be in accordance with equipment documentation, technical specifications provided by the Government, and sound maintenance techniques and practices.

The contractor shall perform maintenance support in accordance with the appropriate Maintenance Allocation Chart (MAC) and/or applicable documentation from the system Program Manager's Office and shall provide technical assistance to include over the shoulder training and imparting of system level knowledge to unit maintenance personnel. The contractor shall perform maintenance services including screening and repairing electronic equipment; installing software in electronic equipment; and, installation and de-installation of electronic equipment on vehicles, ground stations, and aerial vehicles.

The contractor shall perform maintenance and repair services including, but not limited to, fault diagnosis, removal and replacement of line replaceable units (LRUs), Preventative Maintenance Checks and Services (PMCS), screening, repair, overhaul, refurbishment, retrograde, installation of systems, customer support, calibration, and alignment for all C4ISR systems and associated support equipment in scope of this PWS. Maintenance support shall primarily be at the Sustainment level, less depot level (as defined by AR 750-1) in the area of electronics, and to a lesser extent mechanical support, including generator and environmental control unit repair and overhaul, and installation of C4ISR and electronic equipment and systems as required.

The contractor shall provide CONUS maintenance support for Program Manager Medium Altitude Enhanced (PM MAE) systems in conjunction with the Government's Redstone Arsenal, Alabama repair facility in order to replace parts, materials, equipment, and accessories used in the repair of end items or any components of BETSS-C systems.

The overall repair and maintenance objective is to repair and fix forward. The only exception is systems under warranty that require return to the OEM for repair and the Government will identify which systems are under warranty. Systems that are specified as repair and maintain in the field shall not be evacuated to other locations for repair. In the event that the contractor determines that the required repair or maintenance is beyond the capability of the local site contractor personnel to execute, the contractor may request an exception from the CECOM COTR. Systems may only be evacuated to other locations if the CECOM COTR provides written approval. Additionally, RSCs shall maximize use of military-operated supply support activities (SSAs) at a base or forward operating base (FOB) for requisitioning and obtaining needed repair

parts as detailed in **Section C.5.5** below. If specific systems, due to warranty or licensing requirements or Government-specified response times, require in-theater support then the contractor may be required to incorporate employees of the OEM on this TO, either as subcontractors or as vendors.

For warranty items, the contractor shall be responsible for managing, stocking, storing, issuing, transporting, and accounting for them. This level of support shall include implementing a forward based warranty program on specified items or categories of equipment. The contractor shall adhere to standard industry warranty for all equipment and workmanship associated with this effort. The contractor shall seek warranties on all materials supplied to the Government under this TO.

Many C4ISR systems include LRUs and sub-components that are specified in the system's TM for repair by the OEM, a CONUS-based depot, or other repair facility. For any system components not authorized for repair at the forward repair maintenance level and below, in the system's TM or other Government-provided reference, the contractor shall identify the repair and the applicable section in the TM or other applicable reference. The contractor shall identify and submit, via Department of the Army (DA) Form 2028, Recommended Changes to Publications and Blank Forms, for any tasks that the contractor believes can be performed at the forward repair level and below. These recommendations shall be submitted to the CECOM COTR for review and approval.

While performing repair and maintenance activities, the contractor shall notify the CECOM COTR of any repair that is expected to exceed 65 percent of the replacement value of the item under repair. The contractor shall cease work on any repair item and notify the CECOM COTR if the total cost of repair reaches 75 percent of the replacement value of the item under repair. Once the total cost of the repair reaches 75 percent of the replacement value, the CECOM COTR shall determine if the repair shall continue or if the item shall be replaced. If the Government's decision is to continue with the repair, the CECOM COTR will provide the contractor with written approval requiring the contractor to proceed with the repair. The contractor shall note the Government's requirement to exceed 75 percent of the replacement value and complete the repair on the work-order form and include the Government's written approval in the work-order file.

As a part of forward repair maintenance augmentation, inspection and verification of system operational (GO/NO-GO) status, and limited repair of items coded Depot Repairable shall be completed by the contractor as required by the Government. Limited repair of items coded Depot Repairable is restricted to cleaning connectors, replacing fuses and switches, reseating loose circuit cards, and soldering loose pins. If additional forward repair maintenance tasks are identified, a request for continuous repair authorization shall be approved by the CECOM COTR in writing.

The contractor shall also input workload data into the Government-specified maintenance reporting systems for supported C4ISR systems and operations. Unless otherwise specified by the Government, the contractor shall utilize GCSS-A for maintenance reporting. The contractor shall maintain records for all repair parts and for all line replaceable units and components used for newly fielded systems and shall, on request, extract data for these systems from the records and provide the data to the CECOM COTR for onward forwarding to the Fielding Program Manager/agency.

If there is a requirement to create or expand field operations support sites, including transportation of personnel, materials, and Government-furnished trailers; work space and power requirements; and, generators, the contractor shall coordinate with regional Government activities. Additionally, the contractor shall assist the CECOM COTR with coordinating with the AFSB for the installation of hardstands, generators, fencing, and temporary shelters including Sprung-type shelters, as required by the Government. The contractor shall not oversee or direct actual construction of these facilities.

The contractor shall provide a limited number of personnel certified to provide maintenance support for Project Manager Terrestrial Sensors (PM TS) equipment installed on elevated platforms (i.e., guard towers, rooftops, poles, and commercial microwave towers) in accordance with Code of Federal Regulation (CFR) standards. The contractor shall ensure that a qualified technician with the prescribed fall prevention training and equipment will be available within 48 hours of notification of equipment requiring service. Installed Force Protection Suite (FPS) surveillance cameras providing perimeter surveillance and force protection to FOBs in Afghanistan are the primary equipment that shall require servicing. If a technician is unable to access the equipment due to uncorrected hazardous conditions (both structural or force protection), the CECOM COTR shall be notified in writing within 24 hours in order to evaluate the situation and notify U.S. Forces Afghanistan (USFOR-A) of the delay.

C.5.4.1 SUBTASK 1 – REPAIR TURN AROUND TIME (TAT)

For all systems submitted for repair to the contractor, the contractor shall complete an initial assessment and inspection and provide the customer with an estimated completion date (ECD). The ECD is the date the contractor shall return the system back to the CECOM customer.

As an objective, 85 percent of all NMC and Partially Mission Capable (PMC) shall be repaired and operational within 120 hours following the contractor's acceptance of the item from the CECOM customer. Relief from the 120 hours TAT may be granted by the CECOM COTR if repair parts are not available, repair is to be performed by the OEM as opposed to the contractor, or if the Government has requested that contractor personnel support a higher priority mission effort. An example of a higher priority mission effort would be the diversion of contractor personnel to support a unit being placed on unscheduled alert for deployment on contingency mission. The contractor shall track all repairs open for 30 days or longer and shall provide tracking information and status updates in the MSR (**Section C.5.1.4**).

In support of specified C4ISR systems or mission, equipment, or other requirements, the contractor shall evaluate the repair of PMC or NMC C4ISR systems. If the contractor determines that a failed part caused the system to be PMC or NMC, then the contractor shall ensure that the level of repair is economically justifiable and if so, the contractor shall confirm that the part is not under its originally delivered warranty period. When the level of required repair is not economically justifiable, the contractor shall recommend disposal through the local Defense Reutilization and Marketing Office (DRMO). Prior to commencing with the repair, the contractor shall request authorization in writing from the CECOM COTR. Once receipt of written authorization has been obtained from the CECOM COTR, the contractor shall proceed to acquire all repair materials and bring the PMC/NMC system back to FMC status.

C.5.4.2 SUBTASK 2 – FIELD SERVICE SUPPORT

Field service support is applicable to all deployments, field training exercises, materiel fielding, and local exercises. All customer requests for field service support shall be pre-coordinated with and approved by the CECOM COTR. The contractor shall always coordinate all field service support with on-site CECOM representatives, usually the Logistics Assistance Representative (LAR), and the contractor shall notify the LAR if the contractor is operating in the LAR's area. A LAR is a Government, civilian employee who serves as a technical expert for specific C4ISR system(s). The contractor shall diagnose total system performance problems, perform system maintenance or required repairs, and provide any necessary curative technical guidance or instruction to the operator and maintenance personnel. CFSRs shall also install Modification Work Orders (MWOs) and minor alterations if required by the CECOM COTR.

In the field, the contractor shall provide support for upgrades to existing C4ISR systems; shall conduct maintenance and operational training for users and maintainers in accordance with **Section C.5.7**; shall troubleshoot specified systems to isolate faults; and, shall execute the repair of systems. The contractor shall be responsible for maintaining and managing incidental materials (commonly referred to as "bench stock" – wire connectors, fasteners, replacement nuts and bolts, etc.) necessary to support specified systems in theater. CFSRs on this TO may, on short term basis (not to exceed 90 days), be embedded with the supported units in order to provide this support. Additionally, in order to provide the most effective operational mission capability, the contractor shall provide the expertise necessary to conduct site surveys in order to determine the physical location of system(s).

C.5.4.3 SUBTASK 3 – INSTALLATION, DE-INSTALLATION, INTEGRATION, AND CONFIGURATION SUPPORT

The contractor shall install and de-install C4ISR systems in scope of this TO on system platforms. When tasked by the appropriate system Program Management Office through the CECOM COTR, this support also includes integrating and installing systems onto vehicles and prime movers. The contractor shall develop installation procedures complete with drawings and parts lists (**Section F, Deliverable 22**) and obtain approval of any new integration designs from the appropriate system Program Management Office prior to performing an installation for other than documentation and drafting purposes. These installation procedures shall be validated, detailed, and specify the following:

a. All mechanical, electrical, and pneumatic interfaces
b. Templates for all welding, drilling, cutting, and mounting requirements
c. Cable routing diagrams
d. Connectors
e. Bundled wires

When requested by the appropriate system Program Management Office, the contractor shall be capable of providing the same level of detail for current installations. The contractor shall also produce product drawings (**Section F, Deliverable 23**) for any mounting brackets or hardware that are required to be fabricated as a part of the installation procedure(s).

Prior to performing an installation (for other than documentation and drafting purposes), the contractor shall obtain approval for any new integration design or any integration changes (i.e.,

compatibility or interoperability) from the appropriate system Program Management Office. All drawings and procedures produced for installation support shall be the property of the Government upon delivery **(Section F, Deliverables 22 and 23**).

The contractor shall support the installation, de-installation, and integration of C4ISR equipment and systems on a variety of platforms and military vehicles in accordance with system Program Manager approved procedures. This support could include, but is not limited to, the following:

a. Ft. Bragg Global Response Force (GRF)
b. U.S. Army Pre-Deployment Training Equipment (PDTE). Active Duty PDTE locations are currently as follows: Ft. Bragg, Ft. Carson, Ft. Campbell, Ft. Drum, Ft. Hood, Ft. Polk Joint Readiness Training Center (JRTC), Ft. Irwin National Training Center (NTC), Ft. Riley, Ft. Stewart, Ft. Bliss, Ft. Benning, and Ft. Knox.
c. Operational Projects (OPROJ) and Army Prepositioned Stock (APS) missions.

As required, the contractor shall also support continuous integration and configuration management. The objective of this support is to effectively and efficiently implement already approved configuration changes. Additionally, the contractor shall support the implementation of system technology insertions and this will include supporting surveys to identify optimum placement of system components.

Based on the contractor's technical expertise, experience with systems integration, correspondence with the Warfighter, and maintenance trends, as required and as necessary, the contractor shall provide feedback for system integration improvements to the system Program Management Office.

For BETSS-C systems specifically, the contractor shall, at a minimum, also provide the following installation activities:

a. Perform site surveys at the designated locations where the systems will be employed.
b. Provide recommendations to the Unit Commander on the feasibility, functionality, and capabilities of the systems assigned to the Area of Responsibility (AOR).
c. Possess knowledge of both the in-theater and AOR repair and reacquisition process of equipment that has been found faulty during PMCS.
d. Perform a before, during, and after installation check of the systems to ensure all components are functional and operational at setup and prior to operation.
e. Conduct scheduled visits to all BETSS-C locations in-theater on a monthly basis with the objective of increasing the frequency of visits to bi-weekly.
f. Ground all equipment.
g. Perform system power up.
h. Install wireless capabilities.
i. Run system fiber optic cable to monitoring location(s) or to the Base/FOB fiber ring entry point operated by the supported Signal Brigade/Battalion.
j. Ensure that fiber optic cable runs are buried or otherwise protected by the military customer to ensure integrity is maintained.
k. Erect Towers.
l. Install sensors.

For PM MAE systems specifically, the contractor shall, at a minimum, also provide the following installation activities:

a. Perform tower installations for initial site set- up, re-installations for tower movements, and de-installations for site closures.
b. Perform site surveys for each installation.

C.5.4.4 SUBTASK 4 – FIELDING SUPPORT

The lead fielding agency is responsible for communicating requested fielding support to the CECOM TPOC. The CECOM TPOC, in conjunction with the FEDSIM COR and CECOM COTRs, will evaluate these requests. For BETSS-C and all other Elevated Sensor systems in scope of this TO, the contractor shall serve as the lead fielding agency. For all other systems supported under this TO, the contractor shall provide feedback on fielding events supported and shall make recommendations for improving on-going and future fielding events. Additionally, the contractor shall provide informal on-site services and assistance for product fieldings and shall interface between gaining units and the appropriate fielding/Program Management Office.

C.5.4.5 SUBTASK 5 – IRAQ AND KUWAIT HELP DESK SUPPORT

The contractor shall create and operate two help desks, one in Iraq and the second in Kuwait. The Iraq help desk shall be operational 24 hours per day, seven days per week, 365 days per year (24x7x365) and the Kuwait help desk shall be operational for eight hours per day, six days per week. The help desks shall receive queries for technical support for any C4ISR system included on this TO. The contractor may establish regional contact points to receive and forward queries and responses to and from the help desk. The help desk shall be accessible to customers, the CECOM TPOC, CECOM COTRs, and contractor personnel assigned to this TO via email and telephone. The contractor shall maintain a single log of all help desk requests received regardless of location. In addition to the log, the contractor shall also analyze the log and perform a problem trend analysis in order to recommend potential improvements or corrective action the Government could take. (**Section F, Deliverable 24**).

C.5.4.6 SUBTASK 6 – CALIBRATION AND REPAIR OF GOVERNMENT FURNISHED TEST, MEASUREMENT, AND DIAGNOSTIC EQUIPMENT (TMDE)

In support of specified C4ISR systems or mission, equipment, and other requirements as specified in the TO, the contractor shall be responsible for ensuring all TMDE items receive calibration and repair support required for "A" condition code, in accordance with AR 750-1. In accordance with Technical Bulletin (TB) 43-180 "Calibration and Repair Requirements for the Maintenance of Army Materiel" the contractor shall ensure all Government TMDE and tools requiring calibration are scheduled for induction into the U.S. Army TMDE Support regional calibration program through the local TMDE Support Center (TSC). The contractor shall track when TMDE is due for calibration and shall notify the CECOM COTR to ensure all TMDE is kept in compliance. The contactor shall ensure that maintenance operations are not disrupted or delayed while TMDE is being calibrated.

The contractor shall also identify all support and test equipment (mobile or fixed) necessary to support the operation and maintenance of electronic warfare (EW) systems. Planning shall account for the operation and maintenance of ground handling and maintenance equipment,

tools, and manual and automatic test equipment. Additionally, the contractor shall identify all support and test equipment (mobile or fixed) necessary to support the operation and maintenance of Ground Sensor systems. The contractor shall coordinate necessary software updates and ensure that TMDE and Automated Test Equipment (ATE) has the latest software versions installed.

As requested by the Government, the contractor may be required to purchase and operate additional TMDE/measurement gauges. These devices shall be re-calibrated in accordance with manufacturer recommendation(s).

C.5.4.7 SUBTASK 7 – RETROGRADE OPERATIONS

The contractor shall be prepared to conduct retrograde operations of all systems from OCONUS back to CONUS storage facilities. The contractor shall conduct inventories to ensure full accountability of the systems before shipment to the U.S. The contractor shall utilize Transportation Control Number (TCN) or Radio Frequency Identification (RFID) tags to track outbound shipments and shall leverage Standard Army Management Information Systems in order to track shipments. Upon arrival to the storage facilities, the contractor shall conduct an inventory, perform operations checks, and replace any broken parts before the system is packed up for storage. Projected return and refit locations are outlined in table below:

Return and Refit Locations		
Equipment	**Disposition Instructions**	**Ship to DoD Activity Address code (DoDAAC)**
Rapid Aerostat Initial Deployment (RAID) Tower	Huntsville, Alabama	W 908RX
Cerberus Long Range Trailer (LRT)	Huntsville, Alabama	W 908RX
Full Motion Video (FMV)	Huntsville, Alabama	W 908RX
Bi-Static Surveillance System (BSS)	Huntsville, Alabama	W 908RX
Rapid Deployment Integrated Surveillance System (RDISS)	Sierra Army Depot	W 90ZL4
Mid-Range Thermal Imager (MRTI)	Sierra Army Depot	W 90ZL4
Mid-Range Thermal Imager Stand Alone System (MRTI-SAS)	Sierra Army Depot	W 90ZL4
Cerberus Scout	Sierra Army Depot	W 90ZL4

C.5.5 TASK 5 – SUPPLY SUPPORT

The contractor shall perform supply support services in peacetime and during contingency and deployment operations. The contractor shall requisition or purchase repair parts, spares, and other materials as required in order to execute the CECOM mission in accordance with **Section H.17** of this TO. The contractor shall also maintain stock levels and ensure compliance with all warranty provisions.

The contractor shall obtain the incidental materials, such as wiring, connectors, fasteners, tools, etc., necessary to complete repairs. The contractor shall also be responsible for stocking, storing, and managing the floats, incidental materials, and spare parts necessary to support field operations. To improve service and lower Government costs, the contractor shall make stockage

level recommendations for floats, incidental materials, spares and repair parts, storage processes, and changes to maintenance concepts or procedures.

The contractor shall obtain all repair parts needed to repair and maintain C4ISR systems. All parts used for C4ISR system repair shall satisfy the requirements of the appropriate system technical drawing and system specification, unless a waiver to the Military Specification is obtained from the system Product or Program Management Office for use of commercial equivalent. The contractor shall store (in Government provided facilities at Government sites with the exception of the Warfighter Information Network – Tactical (WIN-T) storage mission detailed in Section C.5.10.7) the GFE necessary to support a 120 hour repair TAT objective.

The contractor shall execute the following actions in support of supply requirements:

a. Inter/Intra theater material movement and tracking
b. Positioning of required supplies for scheduled fielding and installation events
c. Inventory management of systems, spare parts, and support equipment
d. Materiel hand-offs
e. Parts issuance
f. Return shipment of LRUs and sub-systems to CONUS for depot repair
g. Generation of reports for maintenance and supply inventory activities that describe supply and repair trends adequate to anticipate the timely reordering of supplies

The contractor shall be accountable for CAP issued during performance of tasks on this PWS. The specific requirements for maintaining Government property on this TO are specified in **Section H.4**.

The contractor shall be responsible for tracking and managing all supported systems and accountable components per Defense Federal Acquisition Regulation Supplement (DFARS) 252.245-7001 and 252.245-7002. The contractor shall takes all steps as prescribed by the above references to account for all lost, damaged, or destroyed equipment and accountable components.

Additionally, the contractor shall routinely review the DA G4 Property Accountability updates and policy announcements. The contractor shall ensure all recommendations and requirements that pertain to tasks in this PWS are implemented as posted.

C.5.5.1 SUBTASK 1 – CLASS IX (REPAIR PARTS) REQUISITIONING SUPPORT

In support of specified C4ISR systems or mission, equipment, and other requirements as specified in this PWS, the contractor shall requisition and obtain repair parts (Class IX supply). All parts used for the repair of C4ISR systems shall satisfy the requirements of the appropriate system technical drawing and system specification, unless a waiver to the Military Specification is obtained from the system Program or PdM for use of commercial equivalent.

The preferred source of supply for all repair parts, unless an exception is specifically made by a system Program or Project Manager, is the DoD wholesale supply system, including the Defense Logistics Agency (DLA) and the DoD Electronic Mall (EMALL). Parts shall only be procured commercially if they are not available within the Government supply system or are not readily available. When providing a RIP, as described in **Section H.17** of the TO, to the

Government, the contractor's determination of how it will procure the part(s) shall balance lead times against the costs associated with purchasing the item(s) from the DoD wholesale supply system versus from a commercial source. If parts are procured from the OEM and the OEM does not have them in stock, the contractor shall provide the Government with a production lead time in writing that shall include the estimated arrival time and shipping estimates.

In deployment locations, if there is a lengthy backorder for a part through the DoD wholesale supply system, then the CECOM COTR may approve commercial procurement if allowed by the underlying Memorandum of Agreement with the CECOM customer funding the support. In non-deployment locations, the use of commercial procurements in lieu of the DoD wholesale system for parts available through DoD channels will normally not be approved by the CECOM COTR, even for a high priority requirement, unless the required part(s) are for a system being repaired to accompany a unit for an upcoming deployment or training exercise related to deployment. CONUS training exercises are conducted at the NTC at Fort Irwin, California or the JRTC at Fort Polk, Louisiana. OCONUS training exercises are conducted at the Grafenwöhr Training Area in Germany or at the Black Sea Training Location in Europe.

The contractor shall ensure requisitions are processed for a valid requirement. The contractor shall process all National Stock Numbers (NSN) requisitions through the designated regional/installation/FOB SSA. Within two days of requirement determination, the contractor shall complete and submit requisitions to the specified SSA. If the contractor determines that the cost is advantageous to the Government, repair parts may be provided by the system Program Manager's Office for any system in scope of this TO.

The contractor shall create, fill, and maintain an ASL for BETSS-C systems. The ASL is necessary in order to have required repair materials readily available and to ensure an ORR of 90 percent or higher is maintained for mission systems and 85 percent or higher is maintained for non-mission systems. The contractor shall requisition or purchase repair parts, spares, and other materials, in accordance with **Section H.17** of the TO, as required to execute mission requirements. The contractor shall acquire, receive, store, issue, ship, and dispose of spares, repair parts, and supplies for all fielded systems. The contractor shall track and notify the Government as soon as possible in writing of diminishing manufacturing sources and materiel shortages or loss or impending loss of manufacturing sources, or suppliers of items on items required to repair or build systems in scope of this TO.

The contractor shall manage inventories of system components, warranty considerations, and replacement factors, including analysis of part inventories, to support requisitions from field personnel in order to maintain and forecast required stock levels. The contractor shall also identify and supply the required quantities of spare parts inventories to ensure minimal down time (NMC status) resulting from repair activities. For BETSS-C systems, the contractor shall maintain an Order to Ship time by Government-designated location of no more than 72 hours for critical spares that are at zero balance, 120 hours for critical spares that reach the reorder point, and 240 hours for non-critical spares and consumables. The contractor shall include inventory, warranty considerations, and new technology replacement factors in the forecast analysis of parts inventories. The contractor shall execute a monthly reconciliation of all parts ordered and requisitions to ensure the current status has been updated, all receipts are noted, and any required follow-ups for orders not yet received have been initiated.

Replacement parts, material, equipment and accessories used in repair of equipment, or any component thereof, as related in the support requirement, shall be those authorized by the CECOM COTR and located in equipment TMs or other relevant documentation.

The contractor shall update, as required, a Government provided list of limited life (LL) items in accordance with DI-MISC-80508B. The contractor shall also identify and maintain a LL Item List for BETSS-C systems to facilitate advanced ordering to support future mission requirements in accordance with DI-MGMT-80797. LL items are those items that require a procurement lead time exceeding 90 days. The contractor shall use supply chain response time as a key measure in determining the quantity of each item required in the supply pipeline to minimize non mission-capable system rates.

Additionally, the contractor shall establish an obsolescence program that identifies, forecasts, and manages obsolescent components for the BETSS-C family of systems. The contractor shall provide recommendations on component replacements that provide equal or better performance. The contractor shall prepare, maintain, and deliver a listing of obsolete items by BETSS-C configurations in accordance with DI-SESS-81656.

C.5.6 TASK 6 – LOGISTICS PLANS AND OPERATIONS SUPPORT

The contractor shall assist in the development and implementation of logistics sustainment plans for upgrading, fielding, and/or integrating the C4ISR systems provided to units. The contractor shall provide feedback on current sustainment operations and provide comments and recommendations on future sustainment plans that are developed by outside of this TO. For all sustainment operations under this TO, the contractor shall provide lessons learned feedback to the Government as appropriate.

The contractor shall provide recommendations for enhancing support structures and for streamlining and/or reducing the support footprint while minimizing or preventing any adverse impact on system readiness or repair TATs. The contractor shall refer any requests by other Government agencies for formal participation in the development of, or inputs to, sustainment plans or similar efforts for the CECOM TPOC's review and concurrence prior to providing any requested support.

For any new C4ISR systems the Government proposes to include on this TO, the contractor shall evaluate the Government-specified sustainment requirements, and shall identify the processes it would utilize to execute support. Additionally, the contractor shall provide the estimated LOE and estimated cost to execute the support (**Section F, Deliverable 16**).

The contractor may be requested to assist with planning and recommending inputs to plans for upgrading, replacing, retrofitting, or integrating the C4ISR equipment provided to units. The contractor shall provide maintenance data and recommendations upon request to the lead agency responsible for the systems acquisition.

As requested by the CECOM COTR, the contractor shall provide lessons learned feedback for inclusion in existing Brigade Lessons Learned and similar repositories.

C.5.6.1 SUBTASK 1 – ELEVATED SENSORS LOGISTICS SUPPORT

Contractor personnel supporting all BETSS-C systems shall create, manage, and update information in the Total Asset Visibility (TAV) website Rapid Aerostat Initial Deployment

(RAID) Contractor Logistics Support (CLS) on a daily basis. The RAID CLS website (www.raidclsspares.com) is a database that provides the Government and the contractor with shared visibility into the status of repair actions, (e.g. repair work in process report, awaiting part, awaiting maintenance). Contractor personnel supporting this subtask shall possess a Secret security clearance and those personnel will be given access instructions to RAID CLS or other Government-designated websites as soon as the Government has verified the security clearance status following TO award.

The contractor shall brief detailed maintenance status updates on BETSS-C systems during weekly teleconferences with CECOM, Program or PdM representatives, AFSB, and military Force Protection personnel. The contractor shall provide an ECD in conjunction with each open system maintenance action. If the contractor fails to meet the initial ECD, then the contractor shall provide a detailed update to the customer and the CECOM COTR with an explanation of reason for failure and a revised ECD. Any completion date slips, that are outside of the contractors control (i.e., weather, transportation availability, etc.), that cause failures to meet thresholds established in the TAT metrics shall be noted in writing to the CECOM COTR.

C.5.7 TASK 7 – TRAINING SUPPORT

The development of formal lesson plans, programs of instruction, operating or training manuals, training-specific audio-visual displays and related products, and the presentation of formal training is not in scope of this TO. However, the contractor shall, as requested by the Government, assist in identifying training requirements and objectives to accomplish specified C4ISR missions. All training shall be conducted in conjunction with the sustainment mission.

If tasked by the Government to train Warfighters on any system supported under this TO, the contractor shall implement Train the Trainer, Train the Warfighter, Over the Shoulder, and/or On-The-Job (OTJ) training support in order to provide training recipients with knowledge of all operational aspects for the assigned C4ISR system. CFSRs supporting this TO as maintainers, logisticians, and installers may be required to present OJT-type training in a field environment, to include deployment locations. In these locations, the contractor may also be tasked to provide surge training support under this Task. Training may cover any and/or all of the tasks and associated skills required to execute the specific mission of the supported system at the field or deployment location.

Additionally, for BETSS-C systems, the contractor shall also:

a. Provide reports of systems installed and trained, as well as the number of Warfighters trained to the appropriate Government POC as requested (**Section F, Deliverable 26**).
b. Identify any shortcomings and deficiencies discovered in training-related documents to the Government while providing training. Examples of training-related documents include Operators Manuals, Maintenance Manuals, Operator Troubleshooting Guides, and Exportable Training Packages.
c. Provide support to the Government in capturing, clarifying, and/or correcting any noted deficiencies to in-theater lessons learned or SOPs which may improve the technical or tactical support of deployed systems.

C.5.8 TASK 8 – SUSTAINMENT SUPPORT

C.5.8.1 SUBTASK 1 – SYSTEM OPERATOR SUPPORT

The contractor shall specifically designate deployed personnel to serve as system operators for BETSS-C systems. System operators shall be responsible for working with Government personnel, resource managers, and end-users to ensure successful implementation of all system operations support for the Warfighter. The system operators shall complete all required field level maintenance requirements (as defined by AR 750-1 and relevant TMs) and shall attend and participate, as required, in meetings, conferences, and program status reviews in support of this TO and overall system operations. Training requirements for system operator personnel are in **Section H.8.2**. Each contractor personnel authorized to deploy to perform BETSS-C operator services shall:

a. Be solely responsible and accountable for the systems they are assigned to. Being accountable, means that contractor personnel shall fully adhere to the TO requirements.
b. Operate all assigned systems as outlined by each AOR's Unit Commander.
c. Inform the Unit Commander of the feasibility, functionality, and capabilities of the AOR's systems.
d. Perform PMCS on each system and its components in accordance with the operator's manual, TMs, and training materials.
e. Perform daily checks while the system is in operation.
f. Perform after-action checks immediately upon a change in the operating environment of the system and prior to resuming the operational status of the system in the new environment.
g. Use a troubleshooting guide to troubleshoot systems in order to find faults and then once found, articulate the precise problem in order to repair the system.
h. Document incidents appropriately and forward to qualified supporting maintenance personnel as necessary.
i. Maintain a log of maintenance performed.
j. Know both the in-theater and AOR repair and reacquisition process for equipment that has been found faulty during PMCS.
k. Conduct security checks and safeguard all surveillance, targeting, and force protection equipment pertaining to the family of systems within their AOR.

C.5.8.2 SUBTASK 2 – ANCILLARY SYSTEM/NETWORK COMMUNICATIONS AND ADMINISTRATION SUPPORT

The contractor shall provide support for Government-furnished network management and communications systems, including satellite communication networks. The contractor shall monitor the availability of these systems and if at any time the systems become non-operational during the contractor's duty hours, the contractor shall notify the Government. The contractor shall also be available to execute the specified missions and as specified by the CECOM COTR, shall coordinate with other organizations as appropriate to resolve computer network and computer system support issues for Government sites. The contractor shall identify, plan,

design, sustain, maintain, procure, test, and install networks and servers for high frequency radio systems, Land Mobile Radio (LMR) systems, microwave communications systems, satellite systems, perform upgrades and enhancements as specified by the CECOM COTR. Information Assurance (IA) Level 2 expertise shall be necessary in order to maintain secure and open network connectivity. Networks and activities supported may include, but are not limited to:

a. Non-Secure Internet Protocol Router (NIPR)
b. Secure Internet Protocol Router (SIPR)
c. Global Positioning System (GPS) tracking support
d. Combined Enterprise Regional Information Exchange System – International Security Assistance Force (CENTRIX-ISAF)
e. Communication systems technology refresh (including satellite) and operational enhancements
f. CENTRIX – Global Counterterrorism Forum (GCTF)
g. Voice over Internet Protocol (VoIP)
h. Voice over Secure Internet Protocol (VoSIP)
i. CENTRIX-ISAF VoIP
j. CENTRIX-ISAF VoSIP
k. Defense Switched Network (DSN)
l. Network and satellite system router and server support
m. Defense Red Switched Network (DRSN)

Network communications and management requirements requiring contractor support under this TO include, but are not limited to, the following activities:

a. Interfacing with the local Command or Installation Network Enterprise Center (NEC) (formerly Directorate of Information Management (DOIM))/equivalent agency/J6/G6/S6 in order to provide information, as requested, on network equipment or readily identifiable network or equipment characteristics.
b. Facilitating the installation of Government-provided software updates, virus detection software, and maintenance of computer network user password policies and requirements, as stipulated by the specified Government authority.
c. Providing documentation needed to obtain and maintain network certification and accreditation (C&A) as requested by the CECOM COTR.
d. Providing inputs to all specified reports, in coordination with NEC or the network's installation authority, regarding network performance and related issues (e.g., any attempts made to compromise or gain unauthorized access to the network).
e. Maintaining registration data for all automation equipment under warranty and coordinating any required warranty repairs. For equipment that requires repair and is no longer under warranty, the contractor shall obtain the repair from Government-authorized source(s) or coordinate ordering replacements.
f. Providing technical support for telecommunications systems provided to the RSCs for internal operations and researching and recommending solutions for RSC's communication needs.
g. Providing inputs, if requested by the Government, for the development and establishment of communication systems plans and networks.

h. Providing inputs, if requested by the Government, for requirements development, fielding, and overall development and manning responsibilities for network operations.
i. Providing input and technical expertise regarding proper grounding and electrical input on-site location as required by Government. This includes, but is not limited to, electrical power consumption and proper grounding techniques as well as proper rating of required circuit inputs. As required by the Government, the contractor shall ensure contractor personnel supporting this requirement possess applicable professional certifications such as a current International Association of Electrical Inspector (IAEI) certification.

C.5.8.3 SUBTASK 3 – BI-STATIC SURVEILLANCE SYSTEM (BSS) SUPPORT

The contractor shall provide subject matter expertise in Afghanistan for the hands-on monitoring and operation of the BSS to ensure the system is properly functioning. Required training and experience/qualifications for contractor personnel supporting BSS is located in **Section H.8.3**. Contractor personnel providing BSS support shall perform, at a minimum, the following activities:

a. Provide Government and contractor personnel with system level updates per established guidelines.
b. Serve as a primary liaison with the hardware and software engineers located at Ft. Belvoir (these engineers are not TO personnel) in order to conduct trouble shooting to rectify system problems.
c. Conduct normal and advanced troubleshooting to rectify problems having to do with the following: transmitter and receiver serviceability, signal-to-noise ratio (SNR) balancing, analog transmitter/receiver attenuation, radar pulse captures, signal analysis, electrical power distribution, radio frequency (RF) de-confliction, radio communication networking, computer and router networking, EW disruption, and integration processes.
d. Ensure maximum system performance and uptime and lead any required system installations, setups, and teardowns.
e. Log the system's operational performance and effectiveness on a daily basis.

Provide intelligence data collected back to the BSS Program Manager at Ft. Belvoir on a daily basis.

C.5.9 TASK 9 – EXPEDITIONARY LABORATORY SUPPORT

The contractor shall provide engineering, scientific, and operational support in support of SWA laboratory support services. This support shall include rapid prototyping and provisioning of limited production/assessment items and identifying and procuring commercial-off-the-shelf (COTS) solutions. Additionally, the contractor shall modify COTS equipment and test and develop technology protocols, product demonstrations, technology evaluations, and reporting activities. The contractor shall be prepared to extend this support if the Government relocates and/or adds additional laboratories to other locations worldwide in order to support customer efforts and any emerging requirements. Additionally, the contractor shall provide the maintenance, supply, logistics, training, and sustainment support specified throughout **Section C** in support of activities conducted under this Task. Support activities could include, but are not limited to:

a. Conducting studies such as technology application, efficiency, operational effectiveness, and time and motion; analyses; and, experiments in both laboratory and field environments.
b. Conducting research and analysis on emerging technologies.
c. Developing Concepts of Operations (CONOPS).
d. Developing analytical software.
e. Executing platform modifications.
f. Developing persistent surveillance concepts and techniques.
g. Making improvements and enhancements to communication systems.
h. Developing, fabricating, and assembling prototypes/assessment items and limited production items.
i. Providing Integrated Logistics Support (ILS) as required to meet mission objectives.
j. Developing user and/or operator training documentation in accordance with the developed prototype requirements.

At a minimum, the contractor shall support the following technologies and systems under this task. The contractor shall possess experience both developing and supporting these technologies and systems both in-theater and in other OCONUS locations.

a. Intelligence, surveillance, and reconnaissance (ISR) systems including, but not limited to, optical, thermal, and acoustic systems.
b. C-IED detection systems including both vehicle and handheld variants and technologies such as thermal, ground penetrating radar, and magnetometer.
c. Culvert denial IED defense systems.
d. Red-team functions including evaluating insurgency tactics and counterfeiting technology.
e. Radio frequency and communications technology including range finding scanners, direction finding scanners, wearable antenna systems, and radio relay and repeater systems.
f. Force protection systems including under vehicle inspection systems and perimeter sensor systems.

C.5.10 TASK 10 – ADDITIONAL C4ISR SUPPORT

C.5.10.1 SUBTASK 1 – C4ISR SYSTEMS MAINTENANCE DATA TRACKING AND REPORTING SUPPORT AT ABERDEEN PROVING GROUND (APG)

The contractor shall provide maintenance engineering support to the CECOM ILSC Equipment Tracking Cell at APG. The contractor shall report and track equipment movement, both air and surface, within theater, in transit, and arrival to Source of Repair (SOR) via Government-provided tools such as the Reset and Retrograde databases, Army Knowledge On-line (AKO) files, and SharePoint.

In order to enable transportation and system visibility and property accountability and ensure

compliance with Army regulations, the contractor shall coordinate retrograde processes and actions. The contractor shall also track and analyze transportation data using Radio Frequency In Transit Visibility (RFITV), Integrated Development Environment /Global Transportation Network Convergence (IDE/GTN), and any other accessible tools related to the retrograde of equipment back to the SOR.

The contractor shall track RFID tags, TCNs, and inter-depot transfer documents (IDTs) to ensure in-transit visibility to Level 6 data as defined in AR 700-80. The contractor shall utilize data from the Logistic Support Activity (LOGSA), LIW, Army War Reserve Deployment System (AWRDS), and other data sources to produce projection reports for senior CECOM officials.

The contractor shall also manage several databases within the ILSC Equipment Tracking Cell (e.g., Adobe Cold Fusion, Structured Query Language (SQL) server, SharePoint, etc.). For these databases, the contractor shall serve as the primary POC for all issues and requests regarding systemic issues and for any proposed database enhancements. The contractor shall ensure CECOM senior leadership is kept aware of the databases' current capabilities and shall provide CECOM senior leadership with assessments on proposed future database enhancements. The contractor shall implement continuous process improvement strategies for all databases to support metrics reporting.

C.5.10.2 SUBTASK 2 – ARMY WATERCRAFT SYSTEMS SUPPORT

On another, separate TO, FSD provides maintenance, sustainment, and systems engineering support for C4ISR systems installed on Army watercraft platforms.

The contractor, through this TO, shall provide maintenance engineering, planning and analysis, and related support for the Government staff at APG FSD. Maintenance engineering support shall focus on performing analyses of C4ISR system operations specific to Army watercraft and the C4ISR systems in use on the Army watercraft platform variants. The contractor shall execute fault detection and isolation of C4ISR "system of systems" issues and individual peripheral devices. The contractor shall perform system configuration and modifications requirements.

The contractor shall assess system configurations and make recommendations to requirements. The contractor shall also assess architecture capabilities and recommend future technology enhancements; shall support Integrated Project Teams and working groups as chartered and approved by the Government; and, shall support the customer by analyzing customer needs. The contractor shall design and develop models and databases for analyzing and resolving complex system support issues and for tracking and reporting on Army watercraft C4ISR operating systems and on networks status and trends. To analyze C4ISR system operational problems, the contractor shall design, develop, and adapt mathematical and statistical modeling and scientific methods.

The contractor shall provide a professional quality technical writer to create or update operator manuals and technical manuals (system, end-user, or training) and participate in the development of design specifications, project plans, and test plans for the Army Watercraft program. The contractor shall be prepared to use Extensible Markup Language (XML). The contractor may also be required to contribute to Interactive Electronic Technical Manual (IETMs) that are delivered via CD ROM or DVD or other computer data memory format vice printed product and shall provide expertise, as needed, for designing IETMs to facilitate data search.

C.5.10.3 SUBTASK 3 – ILSC POWER ENVIRONMENTAL DIRECTORATE (PED) SUPPORT AT LETTERKENNY ARMY DEPOT

The contractor shall liaise with depot staff on ILSC PED requirements and maintain accountability records for PED assets at the depot. Additionally, at the depot the contractor shall maintain accountability for CECOM assets for RESET; monitor depot RESET support against established schedules and report out to PED; monitor and report any areas of concern with depot production, performance, funding, or quality of work; maintain and update the asset tracking database; and, coordinate as needed with CECOM, AMC, U.S. Army Forces Command (FORSCOM), National Guard Bureau (NGB), and the Army G-8 on reissue directives and the identification, processing, and tracking of outbound shipments. The contractor shall attend depot meetings that pertain to the RESET program and provide inputs and report on results to PED; communicate to depot staff any special priorities, requirements, or similar as provided by PED; and, provide updates to PED on the status of depot support for the RESET program.

C.5.10.4 SUBTASK 4 – ARMY STRATEGIC LOGISTICS ACTIVITY CHARLESTON (ASLAC) SUPPORT

For the ASLAC, the contractor shall serve as a liaison between CECOM and ASLAC for C4ISR systems and equipment processed through this activity. The contractor shall be responsible for the following activities which include, but are not limited to:

a. Verifying system installations are completed by ASLAC staff in accordance with approved CECOM plans and directives.
b. Monitoring all system installations and provide reports to CECOM as requested.
c. Tracking system progress against established schedules.
d. Assisting with the coordination of on-site support for CECOM and program office staff on temporary duty (TDY) to ASLAC.
e. Coordinating with CECOM and program offices for components and equipment for delivery to ASLAC based on established stocking levels and scheduled upcoming requirements.
f. Ensuring all security requirements for systems are adhered to.
g. Coordinating on communication frequency assignments.
h. Representing CECOM at meetings at ASLAC and providing reports to CECOM on same.
i. Communicating between ASLAC and CECOM on areas of concern.
j. Preparing and sending a monthly Inventory of CECOM Items (**Section F, Deliverable 27**) to the ILSC Logistics and Engineering Operations (LEO) Directorate.

C.5.10.5 SUBTASK 5 – DEFENSE PRISONER OF WAR (POW)/MISSING IN ACTION (MIA) ACCOUNTING AGENCY (DPAA) SUPPORT – CONUS and HAWAII

The contractor shall provide communication engineering, technical, and logistical support for the DPAA headquarters in CONUS and Pearl Harbor, Hawaii. The contractor shall provide technical support and expertise and work in conjunction with the Government in executing and managing DPAA's communications missions. The contractor shall be performing missions

critical to the safety and success of DPAA teams dispatched to remote worldwide sites for the location, recovery, and return of the remains of service members. The contractor's support shall include, but is not limited to the following activities:

a. Engineering support to design and update, as needed, satellite communications plans and network architecture (**Section C.5.8.2**).
b. Technical support to develop and maintain communications sustainment plans and to travel, as needed, to remote locations to directly assist with or complete troubleshooting, maintenance, and repair of communication networks.
c. Technical support to directly assist dispatched DPAA teams via a web and satellite phone based help desk. Logistical support to establish and execute all facets of required communications logistics support and sustainment plans for worldwide DPAA operations.
d. Network communications and network administration support (see C.5.7.1, Subtask 2).

C.5.10.6 SUBTASK 6 – DPAA SUPPORT – EUROPE

The contractor shall provide installation and maintenance support in the 405th AFSB for two Iridium Satellite Systems for the DPAA Europe Detachment in Miesau, Germany. The contractor shall conduct an annual inspection/repair of RF cabling of LMR 400 or equivalent to support 50ohm systems. Electrical and communication systems shall comply with the International Electrotechnical Commission, Standards Australia and Standards New Zealand (IEC AS/NZS) 3000:2000. The contractor shall also conduct an annual inspection of all antennas to be grounded with lightning suppressors. Additionally, the contractor shall inspect and repair/replace bolts, RF cables, ground testing, and rust prevention in accordance with preventive maintenance guides.

The contractor shall also provide continuing technical advice and assistance, maintenance, and repair support for 30 DPAA remains recovery teams and ten investigative teams, each equipped with Harris RF5800 radios. The contractor shall maintain float systems, replace inoperable systems as needed, and repair and return to float. The contractor shall execute all required firmware and software upgrades and shall establish and execute a return materiel authorization (RMA) program for all DPAA Harris systems fielded to DPAA teams.

C.5.10.7 SUBTASK 7 – CARE OF C4ISR SYSTEMS AND EQUIPMENT IN STORAGE

The contractor shall provide support at Ft. Bragg and Ft. Hood for C4ISR systems and equipment in long-term storage. At Ft. Bragg, this support is provided for WIN-T Increment 1 equipment for PdM Radars at an off-post warehouse location. The contractor shall be responsible for leasing this warehouse in accordance with **Section H.17**. Equipment supported includes WIN-T Increment 1 High Mobility Multipurpose Wheeled Vehicles (HMMWV), satellite trailers, and associated electronic control units (ECU) and generators. The contractor shall be responsible for inspecting all equipment upon arrival at the warehouse and noting any maintenance issues. The contractor shall report any maintenance issues (i.e., trucks or generators not running, unserviceable tires, oil leaks, bad hoses, broken headlights or windows) to Project Manager WIN-T (PM WIN-T) and PM WIN-T will determine if it wants to proceed with the repair. If PM WIN-T authorizes the repair, the contractor shall requisition or commercially procure the needed parts in accordance with **Section C.5.5** and complete the repair. The contractor shall also service all WIN-T equipment in accordance with low-usage/mileage

storage criteria, inventory the equipment on a quarterly basis, inspect the equipment on an annual basis, and test or service the equipment before it is refielded by PM WIN-T personnel.

The contractor shall also provide storage support for AN/PAS-13 Thermal Weapon Sights (TWSs) for PdM Soldier Maneuver Sensors (SMS) at Ft. Bragg. Military units turn in excess TWSs in accordance with disposition instructions from the Distribution Management Center and upon the TWSs arrival at Ft. Bragg, the contractor shall inspect them and test them in the Thermal Weapons Repair Facility at the Ft. Bragg RSC. TWSs shall be repaired as needed and the contractor shall ensure the latest software is loaded prior to storing. The contractor shall put TWSs in long-term storage, inventory the equipment monthly, and test the equipment every 25 months in accordance with storage criteria for this type of sensitive electronic equipment.

At Ft. Bliss, the contractor shall provide support for select systems deployed by Program Manager Rapid Equipping Force (PM REF). PM REF focuses on the fielding of quick reaction technologies to the Warfighter to address emerging threats. Systems that have long-term worth may be transitioned to other Program Managers for long-term life cycle support; systems that are retained under PM REF are still under consideration for long-term life cycle management. The systems and workload table (**Section J, Attachment G**) lists the PM REF systems currently maintained at the Ft. Bliss RSC. As the drawdown in Afghanistan continues, additional systems will likely be transferred to the RSC for management. Upon receipt of each PM REF system, the contractor shall complete a technical inspection to determine if the system is FMC. The contractor shall identify any system(s) not FMC to PM REF and also provide PM REF with the estimated repair cost. Systems specified for retention by PM REF shall be returned to FMC status and shall be placed in long-term storage. The contractor shall inventory these systems on a quarterly basis, inspect these systems on an annual basis, and conduct biennial testing and maintenance. For systems that PM REF decides not to retain shall be turned into the Ft. Bliss DRMO.

C.5.10.8 SUBTASK 8 – USA INFORMATION SYSTEMS ENGINEERING COMMAND (USAISEC) SUPPORT

The contractor shall provide CFSRs in the 405th AFSB to execute support for receipt, storage, inventory, accountability, and transport of network communications equipment and shall, on a schedule to be provided by the Government, dispatch a team of CFSRs to locations in Germany, Italy, Benelux, and the United Kingdom in order to install and test equipment and transfer it to the U.S. authority at each site. The contractor team shall perform site surveys and read and design wiring diagrams of units consisting of routers and switches to be installed in a server/switch room similar to land based communication centers. Contractor personnel supporting this subtask shall possess power grounding, computer, and installation experience. Once the systems are installed, the contractor shall continue to provide support for maintenance and upgrades as required.

C.5.10.9 SUBTASK 9 – C4ISR ADMINISTRATIVE SUPPORT

The contractor shall provide professional business management and administrative support to Headquarters Communications-Electronics Command (CECOM) General Staff elements and for Directorates in the CECOM Integrated Logistics Support Center (ILSC). This support shall be focused on maintaining records and files in the Web-based Sharepoint document management and storage / retrieval system, for management of worldwide maintenance and sustainment operations for C4ISR systems. This support shall supplement and contribute to task in PWS

C.5.10.1 for support of the CECOM ILSC Equipment Tracking Cell. The contractor shall review posted data and ensure compliance with Personal Identifiable Information (PII) certifications for the system and assist in designing Sharepoint sites and in maintaining / updating the information on the site.

In addition to requirements above, the contractor shall assist government staff with administrative tasks for supported element, including development of official correspondence, briefings, and presentations, using written materials provided by others, and adhering to standard Army and CECOM provided formats and templates. The contractor must be qualified, at a minimum, to the Journeyman level on all Microsoft Office Professional production software (except MS Access). The contractor shall be skilled in application and use of the Defense Travel System (DTS) and advise / assist others on its use. The Contractor shall use on-line scheduling systems for conferences (live, teleconference, video conference), maintan Principals calendars and schedule (on request), maintain formal files and records, receive and route phone calls and visitors, and professionally represent CECOM as the first person in the organization many visitors come in direct contact with. The contractor shall directly respond to routine information requests, within limits as established by the Government.

C.5.11 TASK 11 – FOREIGN MILITARY SALES (FMS) SUPPORT (OPTIONAL TASK)

The contractor shall acknowledge it is prepared to execute any requirement specified in this PWS in support of foreign military and foreign security forces funded through the U.S. security assistance and FMS programs.

One such requirement may be that as required by the Government, during performance of this TO, the contractor may be required to execute a Sensitive (Controlled) Item Inventory for night vision devices and other items if they are issued to the contractor to manage as a float item. These Controlled Inventory Items (CII) are identified with a Controlled Inventory Item Code (CIIC) of 8, 9, N, P, Q, R, or Y (Night Vision Devices). If the contractor is tasked by the Government to execute this support, the provisions of AR 710-2, Chapter 2 and Table 2-2 and DA Pamphlet 710-2-1, Chapter 9, apply to the inventory and management of these systems.

Additional requirements will be defined by the Government post-award and communicated in writing by the FEDSIM COR to the contractor in writing.

C.5.12 TASK 12 – SURGE SUPPORT (OPTIONAL TASK)

CECOM has a history of providing rapid responses to customer and mission requirements as they arise and in response to global events, the contractor shall be prepared to provide the support specified in Tasks 1 through 10 to new customers and/or new C4ISR systems in any performance location worldwide. The Government will determine when surge support is required and the FEDSIM COR will communicate the requirement to the contractor in writing.

C.5.12.1 SUBTASK 1 – HOME STATION MISSION COMMAND CENTERS (HSMCC) SUPPORT

The contractor shall provide sustainment support for HSMCC. The contractor shall base support out of the Fort Hood RSC. The contractor shall provide a telephonic 24/7 Help Desk (Tier 1

Support) and on-site support. The on-site support will be provided within 24 to 72 hours of determination that the issue cannot be resolved with Tier 1 Support. The RSC personnel will provide climate controlled storage space for the HSMCC equipment spares and repair parts. C4ISR-RSC will serve as a stock, store and issue point for PEO EIS HSMCC equipment and purchase repair parts as needed. C4ISR-RSC personnel will obtain FEDSIM COR and CECOM TPOC approval for distribution of non-expendable (serialized) assets. The contractor shall maintain a database that includes hardware baselines, software versions, and configuration data for all HSMCC equipment. The contractor shall initially provide sustainment support for HSMCC systems located at Ft. Drum, NY, Ft. Carson CO, Ft. Stewart GA, Ft. Bragg, NC, Ft. Hood, TX, Ft. Riley, KS, Joint Base Lewis McChord, WA and Schofield Barracks, HI, with other sites to be added at later date. The contractor shall establish and manage a database/listing of HSMCC equipment by model, serial number, purchase date, cost, warranty specifics, and field site or storage location. The contractor shall initiate a Returned Merchandise Authorization (RMA) support process for HSMCC components, with the evacuation of HSMCC systems from point-of-failure to the Original Equipment Manufacturer (OEM). The contractor shall provide warranty management services.

The contractor shall provide programming, testing and support of the integrated HSMCC Audio/Visual and VTC systems. The contractor shall design and develop custom graphical user interface (GUI) for control system touch panels; develop systems integration programs for Cisco Codec Crestron, Extron, AMX, and Biamp systems and, as needed, troubleshoot and resolve complex audio, video, control system, panel, and switching problems. The contractor shall perform commissioning and acceptance testing of code during site acceptance tests for new HSMCC install locations, additionally the contractor shall create programming-related documentation and maintain and update programming and code for installed systems and maintain control code in version control.

C.5.12.2 SUBTASK 2 AUTOMATED INSTALLATION ENTRY (AIE) SUPPORT

The contractor shall provide sustainment support and maintenance services for the Automated Installation Entry (AIE) program at all US Army locations where the system is installed (at present, CONUS only). The vendor shall provide CFSRs to perform Preventive Maintenance Checks and Services (PMCS), fault isolation analysis, removal and replacement of unserviceable components, and final calibration to validate effective repairs. The contractor shall provide an After Action Report (AAR) or Maintenance Service Report (MSR) to document all repair services conducted in the field. The contractor shall establish and man a 24/7 AIE help desk to support all AIE installed locations. AIE help desk personnel will follow a PM provided trouble ticket script to capture all required data fields to effectively and efficiently resolve customer issues. The contractor shall direct dispatch AIE FSRs to installations to resolve Help Desk trouble tickets that cannot be resolved over the telephone. The contractor shall procure, stock, store, and issue sufficient AIE repair components to minimize system down time for the affected AIE location. The contractor shall account for all components procured, consumed and disposed IAW requirements for property accountability as specified in this contract. The contractor shall manage and report components with high demand, approaching obsolescence and long lead items. Those components determined to be long lead items will be stocked and stored in sufficient quantities to eliminate excessive system down time.

The contractor shall establish and maintain an AIE Lab which replicates a standard configuration of an AIE system installation Entry Control Point (ECP) and Lane(s) of entry. The lab will be utilized for component and integration activities during system configuration revisions, validation activates, FSR training and support troubleshooting activities.

The contractor shall receive Instructor & Key Personnel (IKP) operator and maintenance training on the AIE system for standard installed configuration. This training shall be provided by the AIE 2+ system Original Equipment Manufacturer (OEM) at their facility.

The contractor shall establish and man a 24/7 AIE help desk to support all AIE installed locations. AIE help desk personnel will follow a PM provided trouble ticket script to capture all required data fields to effectively and efficiently resolve customer issues. The contractor shall direct dispatch AIE FSRs to installations to resolve Help Desk trouble tickets that cannot be resolved over the telephone. The contractor shall procure, stock, store, and issue sufficient AIE repair components to minimize system down time for the affected AIE location. The contractor shall account for all components procured, consumed and disposed IAW requirements for property accountability as specified in this contract. The contractor shall manage and report components with high demand, approaching obsolescence and long lead items. Those components determined to be long lead items will be stocked and stored in sufficient quantities to eliminate excessive system down time.

C.5.12.3 SUBTASK 3 – Patriot Electric Power Plant – III (EPP-III) Support

The contractor shall provide sustainment support and maintenance services of the Patriot EPP-III generator system, consisting of two, 150kw generator system. At present, this support is executed in Kuwait (at the theater generator support facility) and in Korea (at satellite RSC location at Osan AFB). Systems shall be maintained in accordance with TM 9-6115-668-13, Generator Set, Diesel Engine Driven, Skid Mounted 150 kW, 400 Hz, Alternating Current, P/O the Electric Power Plant III (EPP III) (1 DEC 2011 or latest revision).

The contractor shall also execute rebuild program for the EPP-III power plant, adhering to National Maintenance Work Requirements (NMWR) standards. Every component of the 150 kW generator set shall be visually inspected for serviceability. Damaged and/or missing components will be annotated on a DA Form 2404 or equivalent and replaced as part of the rebuild process. The 150 kW Generator Set shall have a final topcoat of CARC paint IAW NMWR 9-6115-669-2. On completion of the each rebuild, the contractor shall execute a detailed test to ensure the EPP-III is performing to full standard and meets or exceeds all criterial as established by the appropriate NMWR standards. A parallel test shall also be performed on each rebuilt asset at hand off to ensure successful load transfer from Gen Set 1 TO Gen Set 2 as well as successful load transfer from Gen Set 2 TO Gen Set 1.

For the Korea RSC only, a target for completion of four EPP-III rebuilds each year has been established, measured from induction of the EPP-III into the RSC facility to successful completion of all final testing and release of the fully operational EPP-III back to the owning unit. To enable the Government COTR at Camp Humphreys to monitor progress on EPP-III and other generator / system repairs and rebuilds at the satellite RSC location at Osan AFB, the Contractor shall provide via email to the COTR a daily update on status of all generators and other systems currently inducted into the Osan RSC.